

## **VOLUNTEER MORTGAGE ADMINISTRATIVE ASSISTANT**

**APPLICATION DEADLINE IS MONDAY, FEBRUARY 6, 2017 AT 11:59PM**

**Division:** Mortgage Loan Servicing  
**Reports to:** Director of Mortgage Loan Servicing  
**Location:** Nashville, TN  
**Full-time/Part-time:** Full-time  
**Salary Grade:** 27  
**Monthly Salary Range Minimum:** \$2,769  
**FLSA Classification:** Non-Exempt (01)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

**POSITION SUMMARY:** Provides general administrative support to the Mortgage Loan Servicing Director, the Mortgage Loan Servicing Managers, as well as other THDA team members as needed.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Essential duties and responsibilities include the following. Other duties may be assigned.

- Coordinates and maintains scheduling and communication for the Loan Servicing department, including educational or training schedules and general Loan Servicing activity.
- Coordinates activities with other THDA departments and maintains support for general THDA required activities.
- Provides phone support to the Loan Servicing department.
- Provides direct customer contact phone support through the Loan Servicing call center, including incoming and outgoing follow-up communications.
- Makes outgoing calls to customers to attempt to assess reasons for default and make satisfactory arrangements to bring accounts back into a current standing.
- Handles basic purchasing and accounts payable functions for Loan Servicing.
- Coordinates travel arrangements.
- Coordinates meeting scheduling, meeting agendas, and other meeting details; prepares minutes of meetings.
- Provides administrative support for Loan Servicing activities: distributes division incoming and outgoing mail; distributes reports; maintains filing systems and correspondence; orders and maintains supplies; performs other general administrative support tasks.
- Provides administrative support to the Chief Administrative Officer of Single Family Programs; acts in a backup capacity for other administrative positions.
- Offers support to other areas in the division as necessary.

### **MINIMUM QUALIFICATIONS**

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

#### **Education and Experience:**

- High school diploma or equivalent GED; some college preferred.
- Two years' experience in a business office environment.
- Experience working with upper level management and executive staff is preferred.

- Mortgage loan servicing knowledge is a plus.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

### **Knowledge, Skills, Abilities, and Competencies:**

- Thorough knowledge of business English.
- Aptitude for working with numbers.
- Working knowledge of standard office procedures, and standard office equipment.
- Excellent telephone skills and people skills.
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Builds and maintains positive relationships with internal and external constituents.
- Maintains credibility through sincerity, honesty, and discretion.
- Maintains a high level of confidentiality.
- Strong organizational skills.
- Highly organized; strong time management skills; uses time effectively; consistently meets deadlines.
- Documents regularly, thoroughly, accurately, and completely.
- Ability to exercise good judgment, courtesy, and tact in dealing with the public, and in giving and obtaining information.
- Ability to exercise good judgment in evaluating situations and making decisions.
- Ability to work independently and with little supervision.
- Exhibits team player abilities on a regular basis.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

### **Special Demands:**

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.
- The ability to use a phone headset for long periods of time.

### **EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER**

**APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION**

**PLEASE VISIT OUR WEBSITE AT [WWW.THDA.ORG](http://WWW.THDA.ORG) AND FOLLOW THE ONLINE APPLICATION INSTRUCTIONS**